

Gustavo Rosales Valenzuela

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OBJECTIVE

To obtain a position for which I can contribute my skills in front-end development, customer service, and technical support. I have years of experience in high-level languages such as HTML, CSS, JQuery, JavaScript and have honed these strengths in a UC Davis Coding Bootcamp in order to provide high-level service. I have the motivation to excel in any position offered.

SKILLS PROFILE

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- 12+ years of experience in business process services and customer support, including off-sites and law firms.
 - Experience with web development languages including: HTML, CSS, JavaScript, SQL and others.
 - Trained in utilizing Node.JS, JQuery, Bootstrap, AJAX, JSON, APIs, and others.
 - General understanding of RDBMS and Enterprise Resource Planning software.
 - Experience with various scanning and printing software as well as hardware (MFP).
 - Advanced experience with Microsoft Word, Excel, Outlook, Adobe Acrobat, Photoshop, and many others.
 - Ability to discover and execute projects' utmost efficiency while maintaining quality.
 - Ability to troubleshoot many technical problems.
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EMPLOYMENT HISTORY

Site Lead Supervisor

03/2018 - PRESENT

Epiq (03/2018 - 07/2019) & Canon BSP (07/2019 - Present), inside Best Best & Krieger, Sacramento, CA

- Lead a team of two others with some shared responsibilities.
 - Gather daily data and compile monthly reports.
 - Coordinate schedules, plan events, and delegate tasks to my support team.
 - Provide support for a law office of 50+ staff including reception, hospitality, food ordering, and processing mail.
 - Copy, scan, print, upload, or transfer files as requested, in a timely fashion.
 - File, index, update, and pull the office's records both physically as well as virtually with ARM.
 - Provide general IT support for 3 offices in Northern California from workstation assembly and help desk troubleshooting to setting up attorney's work phones.
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Administrative Support

01/2016 – 03/2018

Ebara Technologies, Inc., Sacramento, CA

- Add, delete, and update documents in the database.
 - Create and update Customer Incident Reports with pertinent information.
 - Coordinate the periodic calibration of all critical tools used in the facility, monthly.
 - Gather information and generate numerous monthly, or weekly, reports with Excel, PowerPoint, and Word.
 - Grade, as well as digitally and physically file, employees' training quizzes and update the training records database.
 - Assist with general office projects; data entry, in-house audits, filing, etc.
 - Occasionally inspect received parts for conformance and process them forward to appropriate departments.
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EMPLOYMENT HISTORY (CONTINUED)

HR Support / Document Control Clerk

10/2015 – 12/2015

IMKO, Ebara Technologies, Inc., Sacramento, CA

- Scan and electronically store all employee files.
- Sort and file new files as needed.
- Cover reception desk as needed for breaks and days off.

Litigation Support Specialist

2011-2015

DTI, Pillsbury Winthrop Shaw Pittman, San Francisco, CA

- Scan and process litigation projects for use with Summation, Concordance, Relativity, and others.
- Coordinate daily projects to efficiently meet client's needs.
- Execute action plans to meet client's needs and wants in a timely manner.
- Utilize software to create, enhance, and manipulate digital files as requested.
- Expand the scope of available service(s) by providing an innovative approach to tasks and needs.
- Provide, as well as occasionally train, our work site with technical knowledge.

Litigation Support Specialist

2009-2011

DTI, Nossaman LLP, Irvine, CA

- Scan and process litigation projects for use with Summation, Concordance, and others.
- Use Excel, Word, PowerPoint, and other Office programs to enhance client products.
- Utilize Adobe to create and manipulate PDFs as requested.
- Copy/print and quality check projects to meet customer deadlines.
- Provide customer service to our clients in a large law firm.

Imaging Specialist

2008-2009

LA Reprographics, Irvine, CA

- Scan and process document projects as requested using LAW 4.0.
- Responsible for training new employees with LAW 4.0, as well as ensuring the standards of use.
- Coordinate and oversee incoming projects to create efficiency and speed.
- Copy/print and collate projects to meet deadlines.
- Create log-files and databases of scanned document projects.

Logistics

2007-2008

Target Corp., Anaheim, CA

- Greet and help customers.
- Unload shipment trucks daily.
- Stock store shelves up to capacity.

Imaging Specialist

2005-2006

Compex, Irvine, CA

- Scan, process, and blowback small to large document projects as requested.
- Create databases/digital images of hard copies and burn to CD/DVDs.
- Conduct "on-site", out of town, scanning projects.

EDUCATION

UC Davis Continuing Education, Sacramento, CA

12/2019-Present

Coding (Full-Stack Development) Bootcamp

Cosumnes River College, Sacramento, CA

Continuing

Computer Science Major

Los Amigos High School, Fountain Valley, CA

2004

High School Diploma
